

US EPA ARCHIVE DOCUMENT

November 1, 2002

**SUPPORTING STATEMENT  
INFORMATION COLLECTION REQUEST**

**RENEWAL**

**for**

**CUSTOMER SATISFACTION SURVEYS**

**of**

**The United States Environmental Protection Agency**

ICR 1711.04  
OMB No 2090-0019

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**U.S. ENVIRONMENTAL PROTECTION AGENCY  
VOLUNTARY CUSTOMER SATISFACTION SURVEYS  
TO IMPLEMENT  
EXECUTIVE ORDER (E.O.) 12862**

**1. Identification of the Information Collection**

**1(a) Title of the Information Collection:** Voluntary Customer Satisfaction Surveys

**1(b) Short Characterization/Abstract**

In accordance with Executive Order 12862, the Environmental Protection Agency is seeking from Office of Management and Budget (OMB) renewal of its generic clearance (OMB Control No. 2090-0019, expiring 03/31/03) for a period of three years. The clearance will be used to conduct two types of customer satisfaction surveys: "qualitative" surveys for identifying customer perceptions for expectations through focus groups or laboratory evaluations; and "quantitative" surveys for establishing general attitudes of EPA customers through a statistical sampling of customers. A customer, as described in E.O. 12862, is considered to be "...an individual or entity who is directly served by a department of an Agency."

By seeking renewal of the generic clearance for customer surveys, EPA will have the flexibility to gather the views of our customers to better determine the extent to which our services, products and processes satisfy their needs or need to be improved. The generic clearance will speed the review and approval of customer surveys that solicit opinions from EPA customers on a voluntary basis, and do not involve "fact-finding" for the purposes of regulatory development or enforcement.

EPA sponsoring organizations seeking approval to conduct a customer survey will continue to submit their survey instruments with a brief description to the customer service staff in the Office of Policy, Economics and Innovation within the Office of the Administrator, for a screening/ assistance review of the questions. Following review, endorsed survey packages will be sent to EPA's Information Collections Division within the Office of Environmental Information and then to OMB. OMB will continue to review submissions for compliance with the Paperwork Reduction Act on an expedited schedule. EPA will provide OMB an annual summary of surveys conducted in accordance with OMB's Resource Manual for Customer Surveys (dated October 1993). The EPA estimates that a combination of customer satisfaction surveys (mail, telephone, feedback forms and Internet) and focus group studies will request voluntary responses from approximately 58,077 respondents for an estimated burden of 8,898.8 hours over the three-year period: 21,705 respondents and 3,219.4 hours in FY 2003; 19,267 respondents and 3,085 hours in FY 2004, and 17,855 respondents and 2,594.4 hours during FY 2005, for an average of 9.2 minutes per respondent overall, a drop from 13.4 minutes per response during the last three year period.

**2. Need for and Use of the Collection**

**2a. Need/Authority for the Collection**

Executive Order 12862, dated September 11, 1993, calls upon agencies to take the following actions:

- (a) identify the customers who are, or should be, served by the agency;

- (b) survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services;
- (c) post service standards and measure results against them;
- (d) benchmark customer service performance against the best in business;
- (e) survey front-line employees on barriers to, and ideas for, matching the best in business;
- (f) provide customers with choices in both the sources of service and the means of delivery;
- (g) make information, services, and complaint systems easily accessible, and
- (h) provide means to address customer complaints.

A March 1995 Presidential memo called upon federal agencies to enhance their customer service improvement efforts. A March 1998 Presidential memo underscored the continuing need to improve customer service and directed agencies to provide expanded opportunities for customers to communicate their needs and expectations. The Governmental Performance and Results Act of 1993 requires that agencies gather and use customer feedback. Finally, the President Bush's Management Agenda underscores the need for citizen-centered service delivery, increased satisfaction with government services, and the ability to prove government is doing a better job through measuring outcomes.

Using OMB's Resource Manual for Customer Surveys (dated October 1993), which outlines the steps an Agency must take to obtain a generic clearance for Customer Satisfaction Surveys, and provides guidance on obtaining quality survey results, EPA developed its 1997 and 1999 generic information collection requests to enable staff across the Agency to continue sponsoring customer satisfaction surveys. To reflect the Terms of Clearance for the 1997 ICR, Customer Service Program (CSP) staff developed, distributed and posted on the CSP web site a fact sheet clearly stating the restrictions on the use of this clearance. Efforts were validated when the 2000 Terms of Clearance supported our efforts to improve screening, encouraging staff to consult with the CSP staff.

Under the 2000 clearance during the past three years, EPA has worked cooperatively with OMB to clear approximately 30 survey instruments. CSP staff have advised many more individuals and their contractors that their survey designs could not fit under this ICR. CSP staff worked with others to develop surveys to assist them in gathering information that could serve at least part of their needs through this ICR. If CSP staff could not work with regional and program staff to modify questions to fit the ICR and satisfy the needs of staff and their managers, we rejected their use of the ICR. Our goal has been to ensure that the surveys submitted under this ICR clearly meet the Terms of Clearance that OMB set out when approving it:

"As stated in OMB's 1999 terms of clearance: "The generic ICR is approved to allow the expedited OMB clearance of EPA customer satisfaction surveys that are simple, straightforward, and narrowly focused to:

1. current or former customers of EPA products or services;
2. the level of satisfaction with an actual service or product provided by EPA that they have utilized; and,
3. their recommendations for improving said product or service."

Surveys that target these elements and are submitted to OMB in accordance with this ICR will be reviewed by OMB within 20 working days. EPA shall provide OMB with an annual report

outlining the use of this generic clearance, including the number of surveys, the burden imposed, and a brief description of their purposes (a condition of both the 1994 and 1997 clearances). OMB encourages agency staff to consult with EPA's Customer Service Program (CSP) for advice, survey evaluation, and clearance assistance. OMB reserves the authority to disapprove any individual survey that does not meet the conditions outlined in this ICR. This generic clearance does not extend to "fact finding" for the purpose of regulatory development or enforcement. OMB is relying in large part on EPA's internal review and quality control to develop useful customer information. Finally, this generic ICR approval does not, and is not intended to, cover all types of surveys that EPA may wish to do relating to customer satisfaction -- only the narrow range of surveys discussed above. Surveys that do not meet the terms of clearance for this expedited clearance process may be entirely valid and appropriate surveys, but they should be submitted under the normal PRA clearance process. The agency is required to display the OMB control number and inform respondents of its legal significance (see 5 CFR 1320.5(b))."

To fulfill its broad mandate of protecting human health and the environment, the EPA provides a wide variety of voluntary public services ranging from information clearinghouses to educational programs and emergency hot lines. Corresponding to this broad range of services is a diverse universe of EPA customers, loosely defined by E.O. 12862 as "...an individual or entity who is directly served by a department or agency."

EPA expands this definition to include customers who could have, but chose not to participate in an EPA service function, such as persons who were provided the opportunity but did not comment on a permit, participate in a community meeting, join a partnership program, etc. Learning perceptions of our services from those who select not to use them may also assist the Agency in its service innovation efforts. As we continue to redesign our processes and practices, we will be asking customers who use our current services what, from their perspectives, would be the most useful improvements.

Because Agency services and customers are so diverse, the Agency is requesting a generic clearance that will maximize flexibility in the methods used to fulfill the requirements for the Executive Order and expedite OMB review and clearance process of customer satisfaction surveys. EPA maintains a central repository of surveys submitted to OMB in the Regulatory Information Division. In addition, developed a summary of the surveys and collected the analytical reports produced. The CSP staff has shared the findings, analysis and "success stories" following the conduct of surveys so this information can benefit those planning future surveys.

CSP staff continues to be a resource to individuals considering the development of customer satisfaction measurement programs within their organizations, explaining what the customer satisfaction ICR does and does not cover and how to make the best use of it.

## **2(b) Practical Utility/Uses of the Data**

Customer service standards provide a basis for performance measurement systems to determine our success at reaching customers, and provide the necessary framework for a management role in the development and use of the survey results. Information gathered from these surveys will continue to assist EPA to build and validate measurement systems. Survey results may be used to identify:

- 1) service needs and expectations of EPA customers;
- 2) strengths and weaknesses of EPA services;

- 3) ideas or suggestions for improvement of EPA services from its customers;
- 4) barriers to achieving customer service standards; and
- 5) needed changes to customer service standards.

While the information will not be used for regulatory development, the results of customer surveys could lead to reallocations of resources, revisions in certain Agency processes and policies, and development of guidance related to EPA's customer services. Ultimately, these changes could result in improvements in services, products and processes the Agency provides to the public, and in turn, the public perception of the Agency.

The CSP purchased survey software and a scanner and has trained numerous individuals across the agency to use these resources to simplify satisfaction measurement work. The CSP staff members have provided training in the use of the software, assisted individuals to prepare survey instruments using it, and guided them in using the scanner and reporting features.

To ensure proper design of EPA customer feedback and customer satisfaction measurement activities, increase the use and application of customer feedback, and build internal capacity to carry out these activities, the CSP coordinated development of "Hearing the Voice of the Customer - Customer Feedback and Customer Satisfaction Measurement Guidelines." The "Feedback Guidelines" were first published in November 1998. The CSP has sponsored training workshops on the application of the Guidelines.

A five-stage model for feedback: Plan, Construct, Conduct, Analyze and Act, is the foundation for the Guidelines. The document focuses major attention on the planning phase, with the object being to prevent duplication and poor design, and to eliminate survey work that will not result in actions that can benefit customers and the agency. A long series of detailed questions supplement the Guidelines to further assist the Feedback Advisors and others. The document is available on the Internet (<http://www.epa.gov/customerservice/guide.htm>), and is being used by individuals in other federal and state agencies to guide their feedback efforts.

The Guidelines and questions are not our only resources. To help ensure that feedback information used in an appropriate fashion, CSP staff encourage EPA programs to develop surveys consistent with OMB's Resource Manual for Customer Surveys, EPA's Survey Management Handbook and to take advantage of survey development training such as that offered by the Joint Program in Survey Methodology (JPSM). The EPA Customer Service will continue to facilitate sharing of information gathered from customer satisfaction surveys, and explore ways to aid programs in survey development.

As a result of past survey feedback, sponsors have taken actions to change to revamp our dockets, to streamline processes and improve regularly issued documents. Most recently, focus groups and web based survey responses were used to guide the complete redesign of EPA's web site.

### **3. Non-duplication, Consultations, and Other Collection Criteria**

#### **3(a) Non-duplication**

EPA service providers develop customer satisfaction surveys to learn how their customers perceive their specific services. Therefore, the information collected will not overlap with other customer satisfaction surveys. Every effort will be made to channel all customer related surveys



through this ICR and to prevent misuse of this ICR for program effectiveness surveys.

### **3(b) Public Notice Required Prior to ICR Submission to OMB**

EPA conformed to the requirement for public notice by publishing a preliminary and final Federal Register Notice concerning our intent under this ICR and requesting comment.

### **3(c) Consultations**

CSP staff used the same process for developing this ICR application that they used to develop the 1997 and 1999 applications. Staff in all regions and offices received a request for input to the application. This ICR was prepared in consultation with representatives from all organizations that responded to the opportunity to outline their survey through the year 2005 and into 2006. This feedback was used to develop the estimates described in Figures 3b and 4, and to prepare the estimates of respondent burden (See Section 6.) and the Estimated Respondent Burden Table (Table 6-1).

### **3(d) Effects of Less Frequent Collection**

This information collection could not be conducted less frequently. EPA will gage customer reactions to and perceptions of services and products the Agency now provides in order to improve them. Programs will not survey all customers, nor will each program survey every year. There will be sufficient time between surveys to allow the actions taken in response to customer comments to show results. There are no technical or legal obstacles to reducing the burden.

### **3 (e) General Guidelines**

This ICR complies with OMB's general guidelines for the collection of information.

### **3(f) Confidentiality**

Not applicable

### **3(g) Sensitive Questions**

No sensitive data will be collected.

## **4. The Respondents and the Information Requested**

### **4(a) Respondents/SIC Codes**

\_\_\_\_\_The Executive Order describes a customer as "...an individual or entity who is directly served by a department or agency." The EPA, by the very nature of its mandate, serves very large and diverse groups that receive or are in some way affected by EPA services.

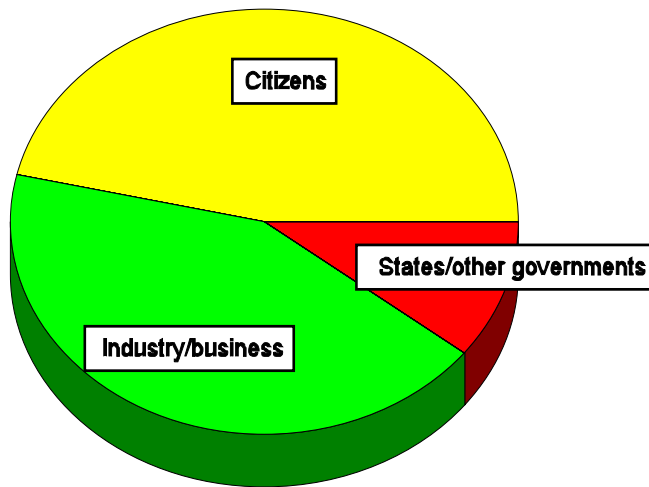
Figures 1a and b display information about past EPA customer surveys under this general clearance. They provide an overview of EPA customer groups targeted for customer satisfaction surveys. Because several customer groups use the same services, a survey may reach more than

one of the designated customer categories. (The code standard industrial code (SIC) for "General Public" is 99.)

Figures 1a and b show the customer segments surveyed before and after 1998, respectively; the table provides the annual number of surveys, respondents and burden hours for the years 1995 through 1998 (under previous ICRs), and under the current ICR, as well as the averaged numbers.

**Figure 1a**

## Customer Groups Surveyed



- Individual Citizen
- Industry/business
- States/other governments

# Figure 1b

Customer Groups Surveyed 1999-2001

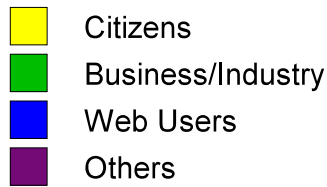


Table 4 - 1 ICR Use 1995 - 2001

Year	# Surveys	Respondents	Burden Hours
1995	20	16,735	4,395.5
1996	12	12,144	3,476.5
1997	16	16,275	3,234.0
1998	22	16,279	1,478.4
<b>Average for Previous ICRs</b>	17.5	15,358.25	3,146.1
1999	11	5,025	451.5
2000	12	5,804	570.25
2001	7	3,914	445.56
<b>Average for Current ICR</b>	10	4,914	489.1

**4(b) Information Requested**

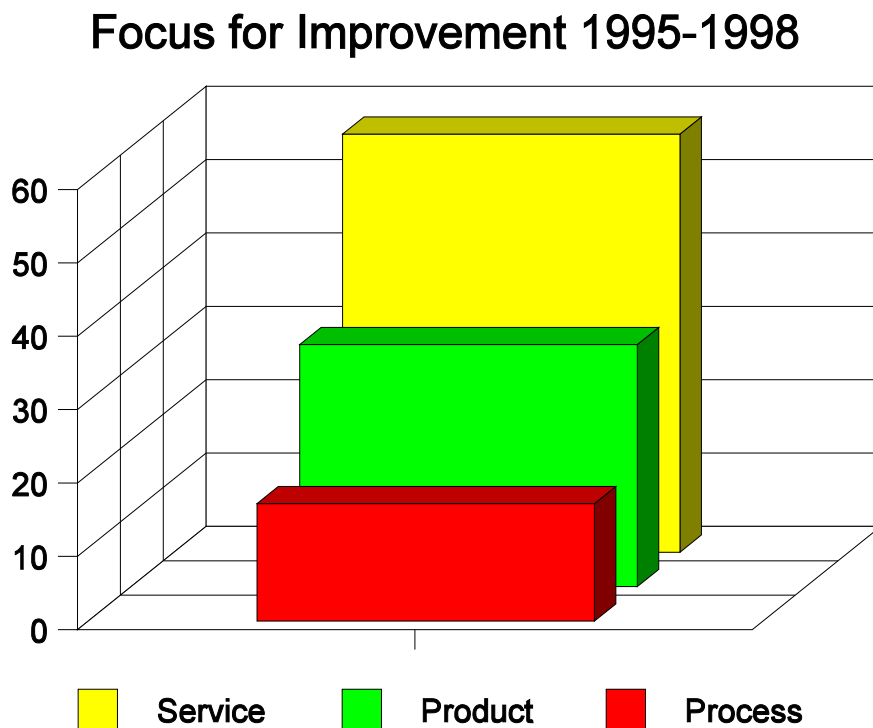
(I) Data items, including record keeping requirements

The Agency will maintain records of the surveys sent to OMB in the ICD. Offices sponsoring the surveys will retain files of the surveys, responses and analysis. Since customer satisfaction surveys seek to gauge public opinions on Agency services, the surveys have not and will not involve respondents in extensive searching of existing sources, or reformatting information to submit to the Agency. The Agency does not anticipate any public record keeping activities under this ICR.

(II) Respondent Activities

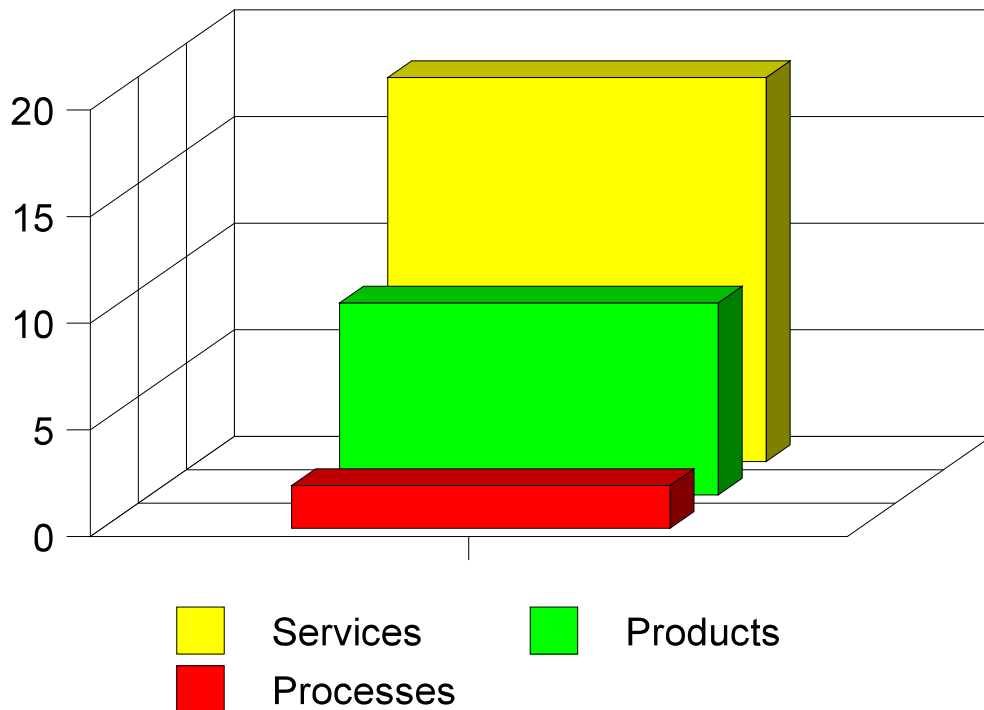
EPA customer satisfaction surveys have focused on services (hot lines, dockets, clearinghouse, websites), products (technical assistance, documents, information, training, workshops) and processes (grants, inspections, registrations, permitting). Figure 2a displays the focus of customer service surveys under the customer service ICR through 1998. Figure 2b shows the focus from 1999- 2001. Figure 2c arrays the focus of surveys planned for 2003-2005.

**Figure 2a**



**Figure 2b**

**Focus for Improvement 1999-2001**



The surveys conducted under this clearance are of two major types, “quantitative” and qualitative. Respondent activities related to “quantitative” are dependent on the survey method; feedback instrument types and the activities for each follow.

Mail surveys and Customer Feedback Forms (including comment cards, evaluation forms and some web-based surveys)<sup>1</sup>. Both *may* involve the following activities:

- Read instructions;
- Search data sources;
- Complete questionnaire;
- Mail questionnaire.

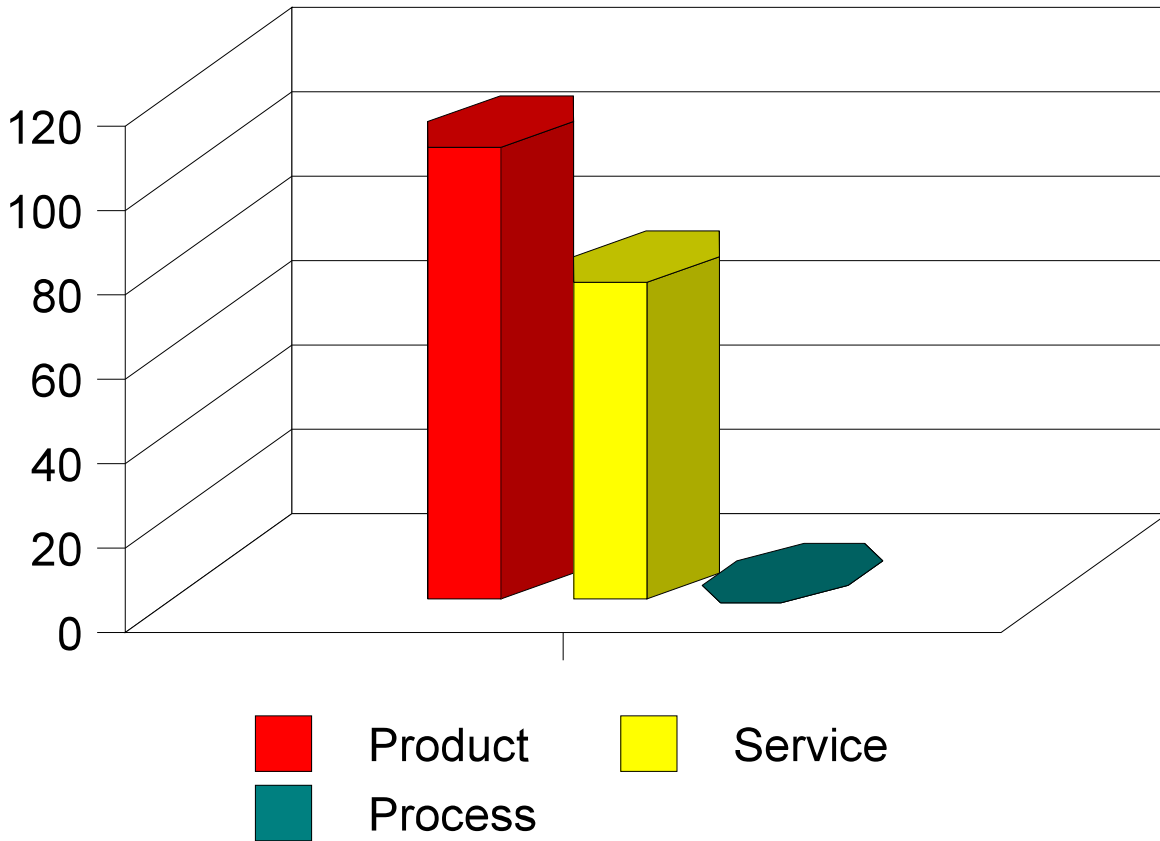
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Customer feedback forms/comment cards/evaluation forms are considered to be short, 5 to 15 question forms that typically accompany, and seek feedback for a specific service (such as a training course, or “over the counter” service) or product (such as a manual, software, etc). Internet (web based) surveys also fit into this category. Mail surveys may involve more extensive questionnaires and may require more rigorous statistical sampling methodology to evaluate a certain group or groups’ perceptions about a service the Agency offers.

Figure 2c

Focus for Improvement 2003-2005



Telep

Phone Surveys

- Listen to instructions;
- Answer questions (oral response)

EPA expects to continue its use of these surveys. Respondent activities related to “qualitative” feedback may include:

Focus Groups or Interviews

- Listening to group instructions
- Participating in discussions;
- Completing any forms or materials provided at the group session.

EPA uses focus groups for evaluating various aspects of its programs, to assist in improving and testing of outreach materials and web sites, and to explore new aspects of service delivery.

*Training/Education/Outreach products and services.* EPA gathers feedback on its training, outreach products and educational programs through a variety of methods. The Agency distributes a broad array of materials to the public such as public affairs materials, videos, brochures and fact sheets, software, manuals, guidance material, reports, etc. It also hold many meetings, workshops and training sessions. Corresponding to this diverse set of products is a need to make extensive use of a variety of methods to evaluate customer satisfaction. EPA uses feedback forms in publications and on counters in service delivery areas, focus groups, mail and telephone surveys, and, when publications are available on the Internet, the Agency is using short on-line surveys to solicit customer input. Offices also ask for feedback on the usefulness of their web sites.

Many of these evaluation activities can use feedback forms to be completed by attendees after an EPA-sponsored event, or by users of documents, software or web sites. Focus groups are also useful for pre-testing EPA training materials (videos, brochures, etc.) prior to their dissemination to the public. Mail or telephone surveys help EPA identify a need for changes in training/educational programs, outreach products or services to assure their usefulness to a specific audience.

*Hot lines/PICs/clearinghouses.* Hotline evaluations are conducted on selected samples of hotline users. By their very nature, hotline customers will most often be surveyed by telephone. However, more complex surveys may require face-to-face interviews, focus sessions, or mail questionnaires. In addition, comment cards are used periodically when information packets are mailed by hotline, Public Information Center (PIC) or clearinghouse staff.

*Miscellaneous Service Related Activities.* The EPA has a broad network consisting of its headquarters and regional offices, laboratories, and field offices that may conduct customer surveys on outreach and other services that they provide. Most mail and telephone surveys are conducted under this "miscellaneous" category.

To reduce respondent burden, EPA has been expanding use of Internet feedback screens and comment blocks to provide increased opportunity for customers to comment on attributes of our services and web sites. Fewer offices each year develop lengthy questionnaires. Focus groups, though they require higher respondent burden, are still used because of the specificity and the depth of responses that offices/regions can obtain from them.

The redesign of EPA's web pages required comment buttons on all EPA Internet sites. The Agency is therefore receiving and will continue to receive informal feedback and questions that are purely voluntary and not solicited specifically through sets of Agency questions of nine or more individuals outside the Federal government. We plan to continue to manage and act upon such customer information, particularly to improve EPA's on-line information service on Internet.

OMB's Resource Manual for Customer Surveys (dated October 1993) and other relevant guidance documents state that the generic clearance shall be used for "strictly voluntary collections of opinion information from clients that have experience with the program that is the subject of each data collection" and precludes this option for use:

- by regulatory agencies to survey regulated entities<sup>2</sup>;
- in any situation where a respondent may perceive that a response will result in risks to his interests through potential penalties or loss of benefits;
- for collecting factual information (other than simple identifying information, where

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<sup>2</sup> EPA interprets this to preclude any EPA purposes of regulatory development or enforcement.

- needed); or
- for collecting data from the general public.<sup>3</sup>

## **5. The Information Collected**

### **Agency Activities, Collection Methodology, and Information Management**

5(a) Agency Activities. Agency activities associated with the collection of information include:

- Developing survey design, assembling data sources (mailing lists, etc.) and pretesting questionnaire;
- Internal EPA review and approval of questionnaire;
- Disseminating questionnaire to respondents;
- Gathering information from respondents;
- Answering respondent questions, follow-up;
- Reviewing data;
- Recording submissions and analyzing results;
- Preparing findings;
- Storing and maintaining results
- Making results public via annual reports and Internet.

We do not account for the work of implementing and tracking actions taken as a result of customer feedback.

#### **5(b) Collection Methodology and Information Management.**

Figure 3a displays EPA's use of different types of customer satisfaction surveys requiring OMB review and approval from 1995 through June 1999; Figure 3b shows use over the past three years. Included are surveys conducted by EPA program offices, regions and headquarters elements. The chart shows that: mail surveys remained the most popular instrument, use of focus groups dropped off (highly ambitious plans were dropped), and the proportion of web surveys increased. Prior to initiating any survey, sponsoring programs must seek final approval from OMB. EPA's CSP staff will continue to encourage survey sponsors to develop instruments using the twelve step process outlined in OMB's Resource Manual for Customer Satisfaction Surveys (dated October 1993). The following internal review process, independent of the originating program office, will continue:

1. To obtain approval, sponsoring programs must submit a clearance package consisting of a memorandum from the program or office director and a copy of the survey instrument through the Customer Service Program to the Information Collections Division in the Office of Environmental Information that will forward acceptable packages to OMB.

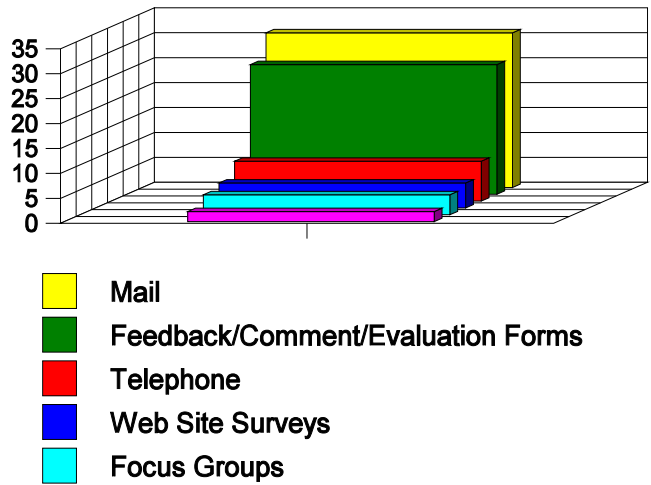
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<sup>3</sup> EPA interprets this to mean random sampling of the general public in a "market research" mode.



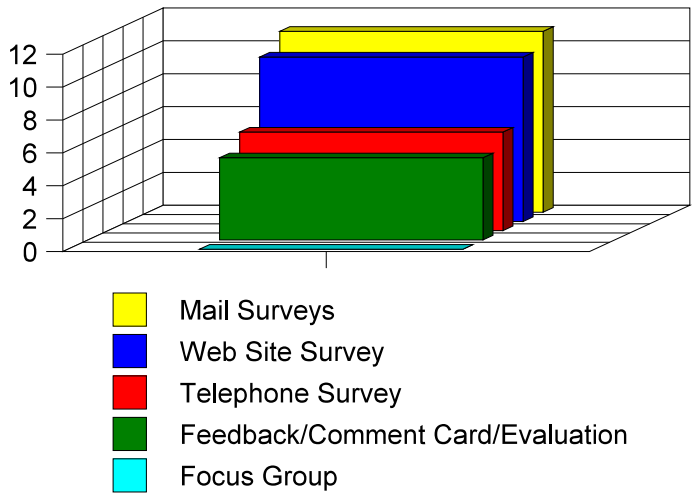
### Figure 3a

#### Use of Survey Instruments 1995-1998



### Figure 3b

#### Use of Survey Instruments 1999 - 2001



The memorandum must address the following <sup>4</sup>:

- o Survey title, identification of survey originator (Office, point of contact/phone number,)
  - o Description and intended purpose of the survey as it relates to EPA customers
  - o Methodology and use of anticipated results
  - o Collection schedule, follow-up plans
  - o Costs and burden to the Agency and respondents, and the number of respondents
- The memorandum will vary in length and detail, depending on the complexity of the survey. ICD staff, experienced with the requirements of the Paperwork Reduction Act (PRA), will review each submission to ensure that it meets the requirements of the PRA and any conditions of the generic approval, and may reject any proposed customer survey that does not meet the criteria outlined in Section 3(b).
  - Statistical methods will not be used for many of the collections covered under this generic clearance. However, if a collection does use statistical methods to select a sample, answers to questions 1 through 5 in the section of the OMB guidelines for preparing supporting statements will be provided for that specific survey at the time the survey instrument is sent to OMB for clearance. If statistical design or methodological issues arise, the program will obtain Agency statistical expertise to help make any final determinations as to the statistical validity of the customer survey prior to OMB submittal.
  - ICD will submit surveys and attached materials to OMB for an expedited review and determination. On an annual basis, the EPA shall submit a summary of the surveys cleared under the generic clearance to OMB. The summary shall include the survey title, sponsoring office, number of respondents and estimated burden hours.
  - Sponsoring organizations within the EPA should maintain records according to each survey schedule. In general, survey results should be maintained for three years or until after follow-up activities have been completed.
  - All offices will provide copies of their approved surveys, analytical reports and follow-up actions taken based on survey results to customer service.
  - The customer service staff will share results and success stories with other offices and provide feedback to ICD on overall survey results. This base of experiences/lessons-learned could be useful in establishing model surveys for developing customer measurement programs within the EPA and other Agencies.

Figure 4 depicts the planned use of survey instruments for 2003 - 2005. Averages for the survey types were computed based on five basic types: feedback (to include comment cards, feedback and short evaluation forms), web based questionnaires, mail surveys, telephone surveys/short interviews and focus groups/long interviews. These are displayed in Table 5-2.

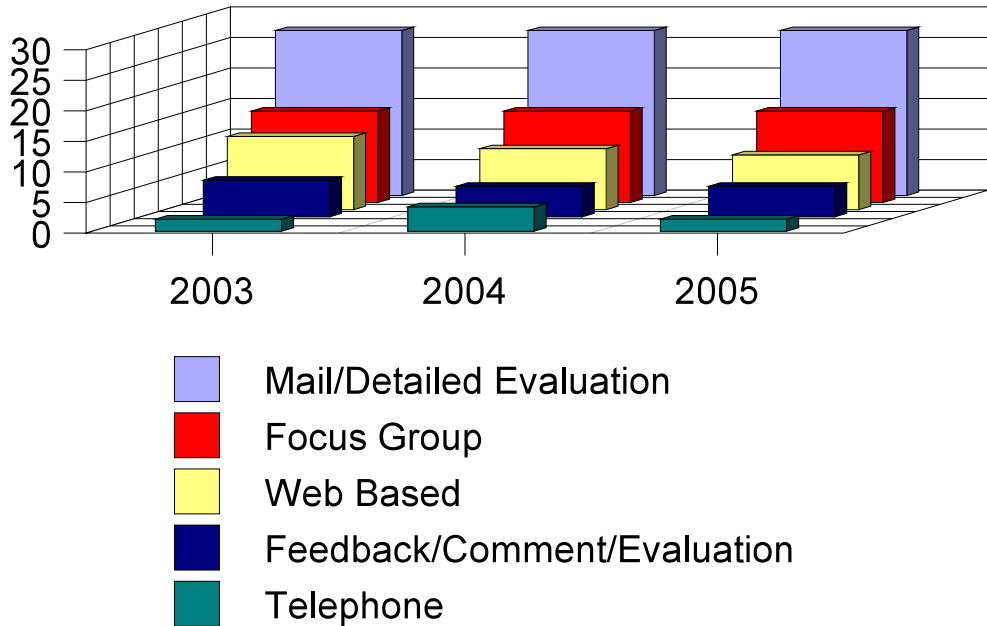
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For customer feedback forms and short questionnaires, a one page memorandum should be sufficient. Mail or telephone surveys making use of statistical sampling must include the statistician's name/phone, and a brief description of the statistical aspects of the survey, such as the statistical approach, population coverage, survey design, precision requirement, and pretests/pilot tests.

**Figure 4**

**Planned Use of Survey Instruments**  
2003 - 2005



5 (c) **Small Entity Flexibility.** Not applicable.

5 (d) **Collection Schedule.**

This will be dependent upon the needs of each originator of a survey. Schedules for customer surveys will be documented in the package submitted to the Information Collections Division for review and submittal to OMB.

**Table 5-1 Planned Use of Surveys 2003 - 2005**

<b>Survey Type</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>Total</b>
Feedback/Com-ment/Evaluation Form	6	5	5	16
Mail/detailed evaluation form	28 (3 instruments)	28	28	84
Telephone	2	4 (2 new instruments)	2	8
Web based*	12	10	9	31
Focus Group	15 (1 instrument)	16 (1 new instrument)	15	46
<b>Total</b>	<b>63</b>	<b>63</b>	<b>59</b>	<b>185</b>

Unless noted in the table above, all instruments will be developed in 2003.

**Table 5-2 Planned Survey Averages**

**Survey Type                      Average Uses/year 2003-2005**

Feedback/evaluation form	5.33
Web-based surveys	10.33
Mail Surveys*	28.0
Telephone Surveys	2.6
Focus Groups**	15.33
Instruments	61.59

\* 26 of the uses in each year will be for the same instrument to evaluate a training guide.

\*\* 45 of the 46 focus groups over the 3 year period will use the same instrument. In 2004, one new focus group instrument will be developed for a one time use.

**6. Estimating the Burden and the Cost of the Collection**

**6(a) Estimating Respondent Burden.**

The estimate was based on the survey plans of EPA programs as summarized in Table 6-1. Table 6-1a summarizes respondent burden over the three years by survey type.

**Table 6-1  
EPA CUSTOMER SATISFACTION SURVEYS  
INFORMATION COLLECTION REQUEST  
BURDEN TABLE 2003 - 2005**

2003

2004

2005

Feedback Instrument	Office	Time/ response # uses hours	Total People Responding	Time /response # uses hours	Total People Responding	Time /response # uses hours	Total People Responding
web site user surveys; e-mail surveys	OEI website	(3 min x 2,000 people) 100 hours	2000	(3 min x 2,000 people) 100 hours	2000	(3 min x 2,000 people) 100 hours	2000
	OEI services	(30 min x 60 people x 5 uses/yr) 150 hours	300	30 min x 60 people x 5 uses/yr) 150 hours	300	(30 min x 60 people x 5 uses/yr) 150 hours	300
	R3	(2min x 250 people) 8.33 hours	250				
	OW* training guide	(10 min x 1500) 250 hours	1,500	(10 min x 1500) 250 hours	1,500	(10 min x 1500) 250 hours	1,500
	OSW	(10 min x 1,000 people) 166.66 hours	1,000	(10 min x 1,000 people) 166.66 hours	1,000	(10 min x 1,000 people) 166.66 hours	1,000
	OSWER	(10 min x 1,000 people) 166.66	1,000	(10 min x 1,000 people) 166.66	1,000		
	OPEI website	(3 min x 2,000 people) 100hours	2,000	(3 min x 2,000 people) 100 hours	2,000	(3 min x 2,000 people) 100 hours	2,000

Feedback Instrument	Office	Time/ response # uses hours	Total People Responding	Time /response # uses hours	Total People Responding	Time /response # uses hours	Total People Responding
	OPEI e-mail	(10 min x 500 people) 83.3	500	(10 min x 500 people) 83.3	500	(10 min x 500 people) 83.3	500
	OSWER database	(5 min x 3,600 people) 300 hours	3,600				
	OECA	(5 min x 275 people) 22.9 hours	275	(5 min x 275 people) 22.9 hours	275	(5 min x 275 people) 22.9 hours	275
	OPPTS	(3 min x 1,000 people) 50 hours	1,000	(3 min x 1,500 people) 75 hours	1,500	(3 min x 2,000 people) 100 hours	2,000
	OPPTS	(3 min x 1,000 people) 50 hours	1,000	(3 min x 1,500 people) 75 hours	1,500	(3 min x 2,000 people) 100 hours	2,000
feedback card	OSW	(10 min x 2,000 people) 333 hours	2,000	(10 min x 2,000 people) 333 hours	2,000	(10 min x 2,000 people) 333 hours	2,000
	OPPTS	(3 min x 350 people) 17. Hours	350	(3 min x 350 people) 17. Hours	350	(3 min x 350 people) 17. Hours	350
focus groups	OEI	2hrs/(20 people x15uses/yr ) 600 hours	300	2hrs/(20 people x15uses/y r) 600 hours	300	2hrs/(20 people x15uses/y r) 600 hours	300
	R3			(2hr x 12 people) 24 hours	12		

Feedback Instrument	Office	Time/ response # uses hours	Total People Responding	Time /response # uses hours	Total People Responding	Time /response # uses hours	Total People Responding
evaluations of meetings/workshops/trainings/publications etc.	OAR Toolkit for teachers	(15 min x 1,000) 250 hours	1,000				
	OW* training	(10 min x 40 people x 25 uses) 166.66 hours	1,000	(10 min x 40 people x 25 uses) 166.66 hours	1,000	(10 min x 40 people x 25 uses) 166.66 hours	1,000
	OW* training guide	(10 min x 500 people) 83.33 hours	500	(10 min x 500 people) 83.33 hours	500	(10 min x 500 people) 83.33 hours	500
	OECA	10 min x 550 people) 91.66 hours	550	10 min x 550 people) 91.66 hours	550	10 min x 550 people) 91.66 hours	550
	OECA	(10 min x 600 people) 100 hours	600	(10 min x 600 people) 100 hours	600	(10 min x 600 people) 100 hours	600
	OPEI	(10 min x 500 people) 83.3 hours	500	(10 min x 500 people) 83.3 hours	500	(10 min x 500 people) 83.3 hours	500
mail survey	R3	10min x 75 people) 12.5 hours  10min x 75 people) 12.5 hours	75  75	10min x 75 people) 12.5 hours  10min x 75 people) 12.5 hours	75  75	10min x 75 people) 12.5 hours  10min x 75 people) 12.5 hours	75  75

Feedback Instrument	Office	Time/ response # uses hours	Total People Responding	Time /response # uses hours	Total People Responding	Time /response # uses hours	Total People Responding
telephone survey	OAR			(15 min x 1,000 people) 250 hours	1,000		
	R3	(10 min x 30 people) 5 hours	30	(10 min x 30 people) 5 hours	30	(10 min x 30 people) 5 hours	30
	OSW			(15 min x 400 people) 100 hours	400		
	RCRA	10 min x 300 people) 50 hrs	300	10 min x 300 people) 50 hrs	300	10 min x 300 people) 50 hrs	300
<b>TOTALS</b>		3,219.4	21,705	3,085	19,267	2,594.41	17,855

\* OW will use the same survey instrument for the three applications (following training, in the training guide and on the web site)

**Table 6 -1a Response Time Summary**

Year	Respondents	Burden Hours	Average Response Time*
2003	21,705	3,219.4	8.9 minutes
2004	19,267	3,085.0	9.6 minutes
2005	17,855	2,594.4	8.7 minutes
Total	58,827	8,898.8	9.07 minutes

\* Average Response Time has dropped from the 1999 ICR level of 13.4 minutes (14.1, 13.1, 12.7 minutes for 2000, 2001 and 2002)



Recent feedback from EPA programs suggests continuing interest in using customer satisfaction surveys as part of the overall long-term strategy of these organizations. The EPA estimates 3, 219.4 hours of respondent burden on the part of 21,705 individuals in FY 2003; 3, 085 hours from 19, 267 respondents in FY 2004, and 2,594.4 hours of burden from 17,855 respondents in FY 2005, a three year total of 8,898.8 hours and 58,827 respondents, for an average of 9.2 minutes per respondent.

The EPA program staff planning to use this generic clearance know that burden should be as low as possible in keeping with the Paperwork Reduction Act. Survey designs will be simple, convenient, easy to respond to, and clear in content and purpose. Few long surveys will be designed; most surveys will be of limited scope and require only a short time to complete. Many comments card/feedback forms will be used, and programs will continue to increase their use of web based feedback. However, several major projects are planned:

Figure 4 (page 15) displays the types and number of uses for five types of survey instruments. If programs succeed in their expanded use of Internet for customer satisfaction surveys, burden could be further reduced. EPA may achieve additional reductions by eliminating some planned surveys through sharing results of completed surveys across the Agency.

## **6(b) Estimating Respondent Costs**

### **I Labor Costs**

Since the respondents represent such a diverse group, EPA based wage estimates on the Bureau of Labor Statistics (BLS) of the U.S. Department of Labor weekly earnings of wage and salary workers as reported on July 22, 2002, in the BLS news release "Usual Weekly Earnings of Wage and Salary Workers: Second Quarter 2002." The weekly earnings are \$608.00; this computes to \$15.20 per hour for a 40 hour week.

There is no need for "developing, acquiring, or utilizing technology and systems for the purpose of collecting, validating or verifying information," "...disclosing and providing information," "adjusting the existing ways to comply with any previously applicable instructions or requirements," "training personnel to be able to respond to a collection of information," "searching data sources," nor a need for the respondents to keep records. Burden activities include only a few steps: reviewing instructions, responding, and sending (e-mail or mail) responses when the surveys are not performed in person or over the telephone.

Table 6-2 displays the annual burden estimates for respondents and total estimated respondent costs. The average burden estimate was derived by dividing the total hours for years one through three (8,898.8) and dividing by the total respondents (58,827). The average hours per response is 0.15 hours, or 9.19 minutes per respondent. The average cost per response over the three-year period is estimated to be \$2.33 ( $\$15.20/\text{hour} = \$0.253/\text{minute}$ ;  $9.19 \times \$0.253 = \$2.33$  per response).

### **II Capital and Operations and Maintenance Costs Not applicable.**

III Capital/Start-up vs. Operating and Maintenance (O & M) Costs Not applicable.

IV Annualizing Capital Costs Not applicable.

**6 (c) Estimating Agency Burden and Cost.**

Tables 6-3 through 6-7 provide the annual estimates for agency burden associated with developing, disseminating customer surveys and analyzing the results. Wage estimates were divided into three categories of labor: Management (GS-15), Technical (GS-13), and Clerical (GS-7).<sup>5</sup> Rates used in 1999 were increased by 10%. (See Figure 4 and Table 5 -1 for yearly plan totals by survey instrument type.)

**Table 6-2 Respondent Universe, Total Burden and Costs**

Survey Type	3 years Surveys	Respondents (Thousands)	Burden Hours/Survey	Total Hours	Total Cost
Mail	84	4.95	0.207 hours	1,024.88	15,578.17
Telephone	8	2.39	0.169 hours	405	6,156.00
Feedback cards, evaluations + Web-based	47	50.57	0.115 hours	5,836.61	88,716.47
Focus Groups	46	.91	2.0 hours	1,824	27,724.80
Totals	<b>185</b>	<b>58.82 (58,827)</b>		<b>9,090.49</b>	<b>\$138,175.44</b>

The Customer Service Program and Information Collection staffs will be sharing information and survey instruments across the Agency. Feedback Advisors will also use this information to assist people. Costs per instrument should continue to be reduced as Agency staff members gain experience with feedback through Internet, and with developing and analyzing surveys of other types. However, since these cost reductions cannot be accurately estimated, aggregate annual costs that follow do not reflect these cost reductions to the Agency.

Based on past use of the ICR over the years, the Agency is not likely to issue every survey now planned; some may be recognized as duplicative during internal clearance. Development costs may be reduced if several organizations use the same instrument (as has been done with the agency wide web site users survey), or if results of one group's survey can be applied to one or more units within the Agency.

In the tables presenting the cost estimates, when an instrument is to be used many times as they will be for focus groups, feedback cards/web surveys and an evaluation of training, development costs will not be reflected for each use. Costs for activities after survey development

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<sup>5</sup> Agency hourly wages estimates were made using the 1999 figure plus 10%.

and approval will be reflected for each use. Even this methodology does not properly represent the reduced costs for multiple uses of the same instrument.

#### 6(d) Estimating the Respondent Universe and Total Burden and Costs Burden

Table 6-1 provides information on each survey by instrument type, specific issuing office, number of respondents expected, burden per response, number of uses (if more than one) and burden hours requested per survey. Table 6-11 summarizes the total burden and costs for respondents, and the Agency. Activities have been grouped to reflect the various types of surveys and the total respondents expected for each instrument type. In all cases, the activities performed remain only the time required to read, respond and transmit the survey instruments. Burden estimates were calculated using the median weekly earnings of the nation's 97.6 million full-time wage and salary workers in the second quarter of 2002, \$608.00, or \$15.20 per hour for a 40 hour week.

**Table 6-3. Agency Burden/Cost for Telephone Surveys**

<b>Activities</b>	<b>Manager @ \$46.30</b>	<b>Burden Technical @ \$33</b>	<b>Hours Clerical @ \$21</b>	<b>Total Hrs.</b>	<b>Total Cost</b>
Developing survey	1.5	40.0	20.0	61.5	\$ 1,809.45
Obtaining EPA approval	1.0	4.0	1.0	6.0	199.30
Gathering information	0.0	60.0	20.0	80.0	2,400.00
Reviewing data; follow-ups	0.0	16.0	8.0	24.0	696.00
Analyzing results	2.0	80.0	0.0	82.0	2,732.60
Storing and maintaining results	0.0	4.0	5.0	9.0	237.00
Preparing survey findings	1.0	80.0	8.0	89.0	2,854.30
<b>Totals hours</b>	<b>5.5</b>	<b>284.0</b>	<b>62.0</b>	<b>351.5</b>	<b>\$10,928.65</b>
<b>Category costs</b>	<b>\$ 245.65</b>	<b>\$9,372.00</b>	<b>\$1,302.00</b>		

**Table 6-4. Agency Burden/Cost for Mail Surveys and Evaluation Forms\***

<b>Activities</b>	<b>Manager @ \$46.3</b>	<b>Burden Technical @ \$33</b>	<b>Hours Clerical @\$21</b>	<b>Total Hours</b>	<b>Total Cost</b>
Developing survey	1.5	80.0	8.0	89.5	\$ 2,877.45
Obtaining EPA approval	1.0	4.0	1.0	6.0	199.30
Gathering information	0.0	40.0	16.0	56.0	1,656.00
Reviewing data	0.0	8.0	8.0	16.0	432.00
Analyzing results	2.0	40.0	0.0	42.0	1,412.60
Storing and maintaining results	0.0	2.0	3.0	5.0	129.00
Preparing survey findings	5.0	40.0	8.0	53.0	1,719.50
<b>Totals hours</b>	<b>9.5</b>	<b>214.0</b>	<b>44.0</b>	<b>267.5</b>	<b>\$8,425.85</b>
Category costs	\$ 439.85	\$7,062.00	\$924.00		

\* Two training evaluation questionnaires planned are similar in length and depth to mail surveys.

**Table 6-5. Agency Burden/Cost for Customer Feedback Forms/Internet Screens\***

<b>Activities</b>	<b>Manager @ \$46.3</b>	<b>Burden Technical @ \$33</b>	<b>Hours Clerical @ \$21</b>	<b>Total Hours</b>	<b>Total Cost</b>
Developing feedback instruments	1.0	20.0	2.0	23.0	\$ 748.30
Obtaining EPA approval	1.0	4.0	1.0	6.0	199.30
Gathering information	0.0	20.0	16.0	36.0	996.00
Reviewing data	0.0	8.0	8.0	16.0	432.00
Analyzing results	2.0	20.0	0.0	22.0	752.60
Storing and maintaining results	0.0	2.0	3.0	5.0	129.00
Preparing survey findings	2.0	20.0	8.0	30.0	920.60
<b>Total hours</b>	<b>6.0</b>	<b>94.0</b>	<b>38.0</b>	<b>138.0</b>	<b>\$4,177.80</b>
Category costs	\$277.80	\$3,102.00	\$798.00		

\* Internet feedback forms, comment cards, short publication/meeting/workshop evaluation forms and short web-based surveys are grouped into this one category.

**Table 6-6. Agency Burden/Cost for Focus Groups**

Activities	Manager @ \$46.3	Burden Technical @ \$33	Hours Clerical @ \$21	Total Hours	Total Cost
Developing Focus Sessions	1.5	40.0	40.0	81.5	\$2,229.45
Obtaining EPA approval	1.0	4.0	2.0	7.0	220.30
Conducting Focus Groups	0.0	8.0	8.0	16.0	432.00
Reviewing data	0.0	4.0	4.0	8.0	216.00
Analyzing results	1.0	20.0	0.0	21.0	706.30
Storing and maintaining result	0.0	2.0	3.0	5.0	129.00
Preparing findings	3.0	20.0	8.0	31.0	966.90
Totals hours	6.5	98.0	65.0	169.5	<b>\$4,899.95</b>
Category costs	\$300.95	\$3,234.00	\$1,365.00		

**6(e) Bottom Line Burden Hours and Cost Tables**

I Respondent Tally See Table 6-1.

II The Agency Tally Tables 6-8 through 6-11 provide the Agency Tally estimates. Many surveys will be used more than once. Development and approval costs should be counted only once per instrument. Since there are many uses of the same instrument, costs were calculated counting development and approval costs for new instruments and all other costs for any repeat uses. Total EPA tally for the three-year period is \$840, 046.05.

III Variations in the Annual Bottom Line

EPA burden hour projections are:13,219.5 hours for 2003; 8,570.0 hours for 2004; and 8, 497.0 hours for 2005. Since almost all surveys will be developed in the first year, there is a difference of 4,600 fewer hours in years two and three. Most development and approval costs for surveys will fall into 2003. In 2004 and 2005 programs and regions will use the same surveys developed in 2003. A few surveys will be done only once.

IV Reasons for Change in Burden

Within the Agency fewer organizations than in past years have decided to do customer satisfaction surveys during the next three years, and more of them plan to use web-based or short surveys. Offices and regions will be using a variety of techniques, but will repeatedly use the same survey instruments. The number of respondent burden hours will continue to drop as more organizations use web-based surveys and feedback options, rather than longer and more formal survey instruments. Respondent burden hours are: 3,219.4 hours for 2003; 3,085.0 hours for 2004 and 2,594.4 hours for 2005.

**Table 6-7. Aggregate Agency Table for Annual Burden/Cost**

Survey Collection Type	Annual # of Collections (Avg)	Annual Hours/ Survey	Annual Cost	Annual Hours Survey Type	Annual Cost Survey Type
Telephone	2.6	351.5	\$10,928.65	913.9	\$ 28,414.49
Mail	28.0* (all 3 instruments developed in year 1)	267.5* (95.5 for instrument development & approval year 1 only; 156 all else)	\$ 1,024.12* (3instruments development & approval year 1 only; 0 hours in years 2 and 3; \$3072.35/3 = \$1024.12) \$ 5,349.10 (all else x 28)	95.5 (3 x 95.5 in year 1 only; 0 hours in years 2 and 3; 286.5/3 = 95.5 )*  4,368 (28 x 156)	\$ 150,798.92* ( \$ 1,024.12 + \$149,774.80)
Feedback (cards, web-based, e-mail & evaluation forms)	15.6	138.0 (9 for development and approval)	\$ 4,177.80	2,111.4	\$ 65,173.68
Focus Groups	15.33 ** (2 instruments total)	169.5** (88.5 for instrument development & approval; 81.0 all else)	\$2,229.45 ** (instrument development & approval, \$2,670.50 (all else)	117.70 ** (88.5 x 1.33)  1,241.73 (81 x 15.33)	\$43,903.94 ( \$2,965.17 + \$40,938.76)
<b>Totals</b>	<b>61.53</b>				<b>\$288,291.03</b>

\* 26 of the uses in each year will be for the same evaluation of a training guide, using the same instrument for the 3-year period.

\*\* 45 of the 46 focus groups over the 3-year period will use the same instrument. In 2004, one new instrument will be developed for a one time use.

**Table 6-8 Estimated Agency Costs during FY 2003**

Survey Collection Type	Number of Collections	Annual Hours/Survey	Annual Cost	Annual Hours Survey Type	Annual Cost Survey Type
Telephone	2	351.5	\$10,928.65	703	\$ 21,857.3
Mail/Complex Evaluation Forms	28 (all 3 instruments developed in year 1)	267.5	\$ 8,425.85 (\$3,076.75 develop/approve; \$5,349.10 all else)	7,490	149,774.80
Feedback (cards, electronic & short evaluation forms)	18	138 (29 develop/approve; 109 all else)	\$ 4,177.80 (\$947.30 develop/approve; \$3,230 all else)	2,484	75,200.40
Focus Groups	15	169.5 (88.5 to develop & approval; 81.0 all else)	\$ 4,889.95 (\$2,449.45 develop/approve; \$2,450.50 all else)	2,542.5	73,349.25
<b>Totals</b>	<b>63</b>			<b>13,219.5</b>	<b>\$320,181.75</b>

V Burden Statement

The following statement applies overall to the planned surveys for the next three years:

Public reporting burden for this collection of information is estimated to average 9.2 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the Director, Information Collections Division, Office of Environmental Information, United States Environmental Protection Agency (Mail Code 2822T), 1200 Pennsylvania Avenue, NW, Washington, D.C. 20460; and to the Office of Information & Regulatory Affairs, Office of Management & Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number and the OMB control number in any correspondence.

**Table 6-9 Estimated Agency Costs during FY 2004**

Survey Collection Type	Number of Collections	Annual Hours/Survey	Annual Cost	Annual Hours Survey Type	Annual Cost Survey Type
Telephone	4 (2 new)	351.5	\$ 10,928.65 (\$2,008 to develop/ approve; \$8,920.65 for all else)	1, 271 (67.5 to develop/ approve; 284 for all else = 135+ 1,136)	\$ 39, 698.60 (\$4,016 + \$35,682.60)
Mail/Complex Evaluation Forms	28	267.5	\$5,349.10 (\$3,076.75 develop/approve; \$5,349.10 all else: 28 x \$5,349.10)	4, 368 (95.5 develop/ approve in 2003 only; 156 all else: 156 x 28)	\$ 149, 774.80 (28 x \$5,349.10)
Feedback (cards, electronic & short evaluation forms)	15	138	4,177.80 (947.60 develop/ approve; 3,230.20 all else; 15 x 3,230.20)	1, 635 (29 develop/ approve; 109 all else; 109 x 15)	\$ 48, 453.00 (15 x 3,230.20)
Focus Groups & Interviews	16	169.5	\$4, 889.95 (\$2,225.50 develop/approve 2,229.00 all else, \$2,229 x 16)	1, 296 (88.5 for instrument development & approval; 81.0 all else)	\$ 35, 664.00 (16 x \$2,229 )
Totals	63			8, 570	\$ 273,590.40



**Table 6-10 Estimated Agency Costs during FY 2005**

Survey Collection Type	Number of Collections	Annual Hours/Survey	Annual Cost	Annual Hours Survey Type	Annual Cost Survey Type
Telephone	2	351.5	\$ 10,928.65 (\$2,008 to develop/develop/approve; \$8,920.65 for all else)	1, 271 (67.5 to develop/approve; 284 for all else; 135+ 1,136)	\$ 17, 841.30 (2 x \$8,920.65)
Mail/Complex Evaluation Forms	28	267.5	\$5,349.10 (\$3,076.75 develop/approve ; \$5,349.10 all else: 28 x \$5,349.10)	4, 368 (95.5 develop/approve in 2003 only; 156 all else; 156 x 28)	\$ 149, 774.80 (28 x \$5,349.10)
Feedback (cards, electronic & short evaluation forms)	14	138.0	4,177.80 (947.60 develop/approve; 3,230.20 all else; 14 x 3,230.20)	1, 562 (29 develop/approve; 109 all else; 109 x 14)	\$ 45,222.80 (14 x 3,230.20)
Focus Groups	15	169.5 (88.5 for instrument development & approval; 81.0)	\$4, 889.95 (\$2,225.50 develop/approve 2,229.00 all else, \$2,229 x 15)	1, 296 (88.5 for instrument development & approval; 81.0 all else; 81 x 15)	\$ 33,435.00 (\$2,229 x 15)
<b>Totals</b>	<b>59</b>			<b>8,497</b>	<b>\$ 246, 273.90</b>

**Table 6-11 Aggregate EPA and Respondent Costs**

	Surveys	EPA hours	EPA costs	Respondent hours	Respondent costs
2003	63	13, 219.5	\$320, 181.75	3, 219.4	\$48, 934.88
2004	63	8, 570.0	\$273, 590.40	3, 085.0	46, 892.00
2005	59	8, 497.0	\$246, 273.90	2, 594.4	39, 434.88
<b>Total</b>	<b>185</b>	<b>30, 286.5</b>	<b>\$840, 046.05</b>	<b>8, 898.8</b>	<b>\$135,261.76</b>

Three year total respondents: 58,827

# EXHIBITS

## Samples of past OMB - Approved EPA Survey Instruments

Eight different OMB approved survey instruments follow as Exhibits 1 - 7.

Comment/Feedback Card	31
Telephone	32
Interview Surveys	35
Website Survey	40
Mail/E-Mail Survey	42
Focus Group Guide	45
Evaluation Survey/Form	46
Website Feedback Screen	47

All future surveys under this ICR are to include, on or near the first page of the survey, a burden statement specific to that survey explaining the number of hours/minutes per year per respondent and what that burden entails (E.g.: Respondent burden for this survey is estimated to be five minutes for reading and responding to the questions.) as well as the following paragraphs.

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15.

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number 1711.04 and OMB control number 2090-2119 in any correspondence.

**All future surveys under this ICR are to include the following OMB number and expiration date information at the top right hand corner of the survey's first page:**

OMB CONTROL NO: 2090-0019  
 EXPIRATION DATE: 03/31/2003

*At the request of OEI's Collections Division Staff, the preparer of this ICR application added the above paragraphs, a burden statement specific to the survey, and the OMB number and the ICR expiration date space to each previously approved sample survey if these items were lacking.*

Exhibit 1 Comment/Feedback card

OFFICIAL BUSINESS  
PENALTY FOR PRIVATE USE  
\$300

NO POSTAGE NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. \_\_\_\_\_ WASHINGTON, DC

POSTAGE WILL BE PAID BY ENVIRONMENTAL PROTECTION AGENCY

U.S. Environmental Protection Agency  
1200 Pennsylvania Ave, NW (Mail Code)  
Washington, DC 20460

OMB CONTROL NO: 2090-0019  
EXPIRATION DATE: XX/XX/XXXX

CUSTOMER SATISFACTION FEEDBACK CARD  
FOR EPA'S PARTNERSHIP PROGRAMS  
HOW ARE WE DOING?

Please help us understand how well our service at the U.S. EPA is meeting your needs by completing this comment card.  
**Respondent burden for this survey is estimated to be five minutes for reading and responding to the questions.**

1. The information we provided:  
met your needs \_\_\_\_\_  
did not meet your needs \_\_\_\_\_  
Why not? \_\_\_\_\_

COMMENTS/SUGGESTIONS

\_\_\_\_\_

2. Was the person who assisted you  
knowledgeable and polite?  Yes  No  
Please explain: \_\_\_\_\_  
\_\_\_\_\_

If you have questions or comments on this card, please  
call our office at (fill in partnership program number)

3. How long did it take to get the  
information you requested? \_\_\_ days  
  
Was this reasonable?  Yes  No  
  
What would have been reasonable? \_

THANK YOU VERY MUCH!  
NAME  
PHONE NUMBER  
MAIL CODE

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15.

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number 1711.04 and OMB 2090-0019 control number in any correspondence.

Printed on recycled paper

## Exhibit 2 - Telephone Survey

### RCRA, Superfund & EPCRA Call Center Survey Questionnaire

Hello, this is ----, calling on behalf of the Environmental Protection Agency. May I please speak with <First NAME><Last NAME>?

You recently made a call to the RCRA, Superfund & EPCRA Call Center and agreed to participate in a follow-up survey about that call. That is the purpose of this call today. With the information you provide on this survey, EPA can continually improve how services are provided to its Call Center customers. This survey will take about five minutes of your time to complete. It is purely a research effort and any information you provide will be held in strict confidence.

1. Which one of the following reflects how often you use the Call Center? (LIMIT 1 RESPONSE)

- |   |   |
|---|---|
| My last experience was my first call              | 1 |
| I use the Call Center less than once a month      | 2 |
| I use the Call Center 1-3 times per month         | 3 |
| I use the Call Center more than 4 times per month | 4 |
| DK/RF   | 9 |

2. How would you categorize the reason for your most recent call to the Call Center? Was the call mainly for...

- |                             |   |
|-----------------------------|---|
| Work                        | 1 |
| School                      | 2 |
| Personal interest           | 3 |
| Some other reason (specify) | 8 |

Now I'd like to ask your opinions about your last Call Center inquiry.

#### Burden Statement

**Respondent burden for this survey is estimated as five minutes to listen and respond to the questions asked.**

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15.

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number 1711.04 and OMB control number 2090-0019 in any correspondence.

3. On a scale of 1 to 5 with 1 being very dissatisfied and 5 being very satisfied, what was your overall

satisfaction-level with the Call Center?

Very Dissatisfied					Very Satisfied	DK/RF
1	2	3	4	5	9	

4. Considering your standards for quality, how well did the Call Center meet your expectations in (READ ITEM)? Would you say it was much worse than expected, worse than expected, just as expected, better than expected, or much better than expected? What about (READ ITEM)...

Much Worse	Worse	Just As	Better	Much Better	DK/RF
1	2	3	4	5	9

- a) Providing regulatory information?
- b) Referring to other sources of information?
- c) Providing general information about environmental issues?
- d) Locating and ordering documents?

5. Consider your most recent Call Center contact, on a scale of 1-5 where 1 totally missed your expectations and 5 fully exceeded your expectations, how well did the Call Center's telephone system meet your expectations with...

Totally Missed					Fully Exceeded	DK/RF
1	2	3	4	5	9	

- a) Providing a variety of information on recorded messages
- b) The length of on-hold wait time
- c) The ease of navigating the phone system
- d) The length of recorded messages
- e) The hours of operation
- f) Access to Call Center on the first call attempt

6. How much do you agree with the following descriptions about the Call Center staff person with whom you most recently spoke? Would you strongly disagree, somewhat disagree, agree, mostly agree or strongly agree that the staff person....(READ ITEM)....

Strongly Disagree	Somewhat Disagree	Agree	Mostly Agree	Strongly Agree	DK/RF
1	2	3	4	5	9

- a) Performed the service adequately
- b) Provided prompt service

- c) Had the knowledge needed to perform the service
- d) Told you what you needed to know clearly
- e) Understood what you needed to know
- f) Provided accurate information
- g) Was courteous to you

7. Using a scale of 1 to 5 with 1 being not at all important and 5 being extremely important, how important is it to you that the Call Center (READ ITEM)....

Not At All					Extremely Important	DK/RF
1	2	3	4		5	9

- a) Provides you with regulatory information
- b) Refers you to other sources of information
- c) Provides you with general information about environmental issues
- d) Locates and orders documents

8. Considering the various electronic options for your inquiry with the Call Center, on a scale of 1 to 5 with 1 being not likely at all and 5 being extremely likely, how likely would you use....(READ ITEM)...

Not Likely At All					Extremely Likely	DK/RF
1	2	3	4		5	9

- a) the Telephone for direct contact with Call Center staff (SKIP TO Q 10)
- b) an Automated telephone system to obtain information (SKIP TO Q 10)
- c) Email to receive a response within 24 hours (ONLY IF 1 OR 2 GO TO Q 9)
- d) On-line email "chat" (SKIP TO Q 10)
- e) Fax/fax-on-demand (SKIP TO Q 10)

9. What are your reasons for not being likely to use email for your inquiry with the Call Center?(OPEN-CODED RESPONSE)

10. If you could make one Call Center service improvement, what would it be? (OPEN-CODED RESPONSE)

**That is all the questions I have for you today. Thank you for participating in this survey.**

**Exhibit 3 - Web Site Survey**

## Office of Transportation and Air Quality (OTAQ) Web Site Customer Satisfaction Survey

xxx NAME xxx,

As someone with whom we work closely, and whose opinion we value greatly, we'd like your feedback, as we start a comprehensive review and possible redesign of the Office of Transportation and Air Quality (OTAQ) web site. We are interested in whether our web site meets your needs and expectations. We invite your forthright responses to these questions, along with any other comments or suggestions you can offer. We would appreciate hearing back from you by (*one week after survey is sent out*).

### **A. Questions About You As Our Customer**

1. Please check the box that best describes you:
- Academic / Teacher
  - Student
  - Non-profit / non-governmental organization
  - State / local government
  - Consumer / concerned citizen
  - Federal government
  - Manufacturing
  - Media
  - Trade Association
  - Consultant
  - Librarian
  - Lawyer
  - Other \_\_\_\_\_

### **Burden Statement**

**Respondent burden for this survey is estimated as ten minutes to read and respond to the questions asked.**

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15.

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number 1711.04 and OMB control number 2090-0019 in any correspondence.

2. Please check all of the boxes below that describe how you use the Web site:

- Find environmental information about my car or my company's vehicles
  - Find information about a specific regulation
  - Find information about a policy or guidance
  - Find general information on federal auto regulations
  - Find information on how federal government can help my State/local government
  - Find information re how I can help control air pollution
  - Find information on test procedures or modeling emissions
  - Find information on how I can get federal assistance or a grant
  - Find EPA press releases
  - Find information on voluntary programs like diesel retrofit, commuter choice
  - Find educational materials
  - Research an issue in the news
  - Find data on automotive emissions
  - Just browse
  - Other \_\_\_\_\_
- 

3. How often do you visit the OTAQ web site?

- More than 4 times per week
- Three to 4 times a week
- Once or twice a week
- One to three times a month
- Less than once a month / regularly, but only occasionally
- Have only visited it a few times ever in my life

Please list any specific sites or pages within the OTAQ web site that you would say you visit frequently:

---



---

**B. Questions About Your Satisfaction with Service Provided by the OTAQ Web Site**

4. How satisfied are you generally with the ease of finding the information you need?

- Extremely dissatisfied
- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied



- Extremely satisfied
- Don't know/Not applicable

Please list any comments that you may have about how the site meets your information needs:

---

---

5. How satisfied are you with the site content and subject matter?

- Extremely dissatisfied
- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied
- Extremely satisfied
- Don't know/Not applicable

Please list any comments that you may have about the site content and subject matter:

---

---

6. How satisfied are you with the ease of understanding the language on the OTAQ Web site?

- Extremely dissatisfied
- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied
- Extremely satisfied
- Don't know/Not applicable

Please list any comments that you may have about the language of the site:

---

---

7. How satisfied are you with the navigability of the site (ease of moving around, site structure, links,

search feature, etc.)?

- Extremely dissatisfied
- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied
- Extremely satisfied
- Don't know/Not applicable

Please list any comments that you may have about the navigability of the site:

---



---



---

8. Overall, how satisfied are you with the OTAQ Web site?

- Extremely dissatisfied
- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied
- Extremely satisfied
- Don't know/Not applicable

9. What would make the OTAQ Web site even more satisfactory for you?

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---



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10a. How satisfied are you with the *performance* (workable links, downloading time, etc.) of the OTAQ Web site?

- Extremely dissatisfied
- Very dissatisfied
- Dissatisfied

- Satisfied
- Very satisfied
- Extremely satisfied
- Don't know/Not applicable

10b. If extremely dissatisfied, very dissatisfied or dissatisfied, please check as many items as apply:

- Broken links
- Navigational difficulty (e.g., not finding what I need)
- Lengthy download time
- Other:

---

---

---

Thanks so much for taking the time to review this site! Based on all the comments we receive, we hope to make improvements to the site to make it easier for you to use.

**Also see: <http://www.varitools.com/EPAProd/FormNew.asp>**

## Exhibit 4 - Interview Sample Interview Guide

OMB CONTROL NO: 2090-0019  
EXPIRATION DATE: XX/XX/XXXX

### Personal information

1. Name \_\_\_\_\_
2. Member/District \_\_\_\_\_
3. Job title/location \_\_\_\_\_
4. Phone number/e-mail address \_\_\_\_\_
5. Years of congressional experience \_\_\_\_\_
6. Years dealing with EPA Region 3 \_\_\_\_\_

### Importance of EPA's products and services

On a scale of 1 to 5, with 5 being very important and 1 being unimportant or of little value, how important are these EPA products and services to your office?

7. Prompt responses to correspondence \_\_\_\_\_
8. Prompt responses to phone calls \_\_\_\_\_
9. Periodic office visits \_\_\_\_\_
10. Participation in meetings \_\_\_\_\_
11. Participation in site visits \_\_\_\_\_
12. Briefings (e.g., Superfund, Chesapeake Bay, air quality) \_\_\_\_\_
13. An effective working relationship with a single EPA liaison officer \_\_\_\_\_
14. Occasional access to senior EPA officials \_\_\_\_\_
15. Occasional access to EPA's technical experts \_\_\_\_\_
16. EPA's web site \_\_\_\_\_
17. EPA pamphlets and reports \_\_\_\_\_
18. Assistance in developing and reviewing legislation \_\_\_\_\_
19. Advance notice of EPA grants \_\_\_\_\_
20. Advance notice of EPA policy decisions \_\_\_\_\_
21. Advance notice of EPA enforcement \_\_\_\_\_

### Evaluation of EPA's products and services

On a scale of 1 to 5, with 5 being very satisfied and 1 being very dissatisfied, how would you rate your experience with EPA for these products and services. If you haven't had significant experience with any of these activities, score 0.

22. Prompt responses to correspondence \_\_\_\_\_
23. Prompt responses to phone calls \_\_\_\_\_
24. Periodic office visits \_\_\_\_\_
25. Participation in meetings \_\_\_\_\_
26. Participation in site visits \_\_\_\_\_
27. Briefings (e.g., Superfund, Chesapeake Bay, air quality) \_\_\_\_\_
28. An effective working relationship with a single EPA liaison officer \_\_\_\_\_
29. Occasional access to senior EPA officials \_\_\_\_\_
30. Occasional access to EPA's technical experts \_\_\_\_\_
31. EPA's website \_\_\_\_\_

32. EPA pamphlets and reports
33. Assistance in developing and reviewing legislation
34. Advance notice of EPA grants
35. Advance notice of EPA policy decisions
36. Advance notice of EPA enforcement

#### Letters and phone calls

37. Within how many working days do you consider a written response to be prompt?
38. Within how many hours do you consider a phone response to be prompt?
39. Do you want a prompt interim response if a complete response will take more than 10 days?
40. Does your office have a policy about when to write or call EPA headquarters and when to contact EPA Region 3?
41. On a scale of 1 to 5, with 5 being rarely and 1 being frequently, how often are you dissatisfied with the quality of EPA's written and telephone responses?

#### Overall satisfaction

42. On a scale of 1 to 5, with 5 being much better, 3 being about the same, and 1 being much worse, how does EPA compare with other federal agencies you deal with in being responsive to your office's and constituent's needs?
43. On a scale of 1 to 5, with 5 being very satisfied and 1 being very dissatisfied, what is your overall satisfaction with EPA's responsiveness to your office and constituents?
44. What has been your office's most memorable or interesting experience with EPA?

#### Requests and concerns

44. How should EPA change or improve its service to your office and constituents?
45. Are there any environmental issues or problems that you would like to learn more about from EPA?

#### **Burden Statement**

**Respondent burden for this survey is estimated as thirty minutes to hear and respond to the questions asked.**

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15.

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number 1711.04 and OMB control number 2090-0019 in any correspondence.

## Exhibit 5 - Mail/E-mail Survey

OMB CONTROL NO: 2090-0019  
EXPIRATION DATE: XX/XX/XXXX

### EPA OIG Customer/Client Survey

#### FY 2002 Products and Services

#### EMAIL Introduction to Survey:

The Office of Inspector General is focusing on providing products and services that are valuable to out customers, partners, and stakeholders; and performed professionally, courteously and constructively. **We rely on client feedback** for planning and performance measurement to improve our products, services and operations. Data from this survey is used to compile statistics for achieving our OIG Strategic Goal 3. *Produce timely, quality & cost effective products and services that meet customer needs.* Measure: *% Customer service satisfaction rating.* Compiled data is distributed to Deputy IGs, and OIG Human Capital Managers in regional offices to aid them in providing better products to OIG customers. Summary data in percent and ratios is presented annually to the entire OIG staff to show trends on how we are serving our customers. Names of survey respondents (voluntary, if returned) are kept only for tracking status of responses and are not placed on a public database open to EPA staff.

Attached is a Customer Survey of the Office of the Inspector General. **Please take a few minutes to complete and return the short survey form your screen** by opening the attached Word Perfect SURVEY.

#### Burden Statement

**Respondent burden for this survey is estimated as not more than ten minutes to read and respond to the questions.**

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15.

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822T), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460; and to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street, NW, Washington, DC 20503, Attention: Desk Officer for EPA. Include the EPA ICR number 1711.04 and OMB control number 2090-0019 in any correspondence.

## EPA Office of Inspector General Customer Survey on 2002 Products/Services

(reducing this survey to 75% improves its ease of use electronically)

Please help us to serve you better by taking about 5 -10 minutes to answer the following questions. We value your opinions and request that you please return the completed questionnaire within one week either electronically or in hard copy. Just E-mail to *OIG-CUSTOMER-SURVEYS* ; mail (it's pre-addressed); or FAX to (202) 260-4214. Skip any questions you do not care to answer.

Name & Phone (optional)	Report No. (or Assignment No.)
----------------------------	-----------------------------------

Name of Report, Product or Service: \_\_\_\_\_

1. Please specify your **location** by number (box), then office or agency  
 (0.) HQ/NPM/Office; ( 1-10.) Region/Div/Office; or (11.) Other/State

0	1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	---	----	----

2. Please specify (by number) the **OIG product/service** on which you are basing your responses

(1.) Financial/ADP Systems Audit	(4.) Assistance (grant) Audit	(7.) Training/Presentations	OIG Strategic Area
(2.) Evaluation/Performance Audit	(5.) Special Review/Comments	(8.) Testimony/Information	
(3.) Contract Audit	(6.) Projects/Assistance/Analysis	(9.) Other	

**For Questions 3 - 17, please place an X in the appropriate box to specify a response; skip any that do not apply.**

	Yes	A little	No
--	-----	----------	----

3. Are you familiar with the **IG Act & OIG mission and role** ?

--	--	--

**1.-Strongly Disagree; 2.-Disagree; 3.-Somewhat Disagree; 4.-Somewhat Agree; 5.-Agree; 6.-Strongly Agree**

**This OIG Product/Service**

	1	2	3	4	5	6
4. Is factually accurate and consistent with available information						
5. Is objective & balanced (recognizes Agency assistance, progress and limitations)						
6. Addresses relevant or significant issues						
7. Is/was useful for decisions, actions and improvements						
8. Contains recommendations or information that are practical & appropriate						
9. Is clear, logical and understandable						
10. Is/was timely (for your needs & purposes)						
11. Is/was responsive to Agency needs or requests for assistance						
12. Contributes to the attainment of EPA's Strategic Goals or resolution of problems						

**OIG Staff 1.-Strongly Disagree; 2.-Disagree; 3.-Somewhat Disagree; 4.-Somewhat Agree; 5.-Agree; 6.-Strongly Agree**

13. Are professional and courteous						
14. Are knowledgeable about the programs and/or issues involved						
15. Communicate clearly (purpose, process, progress, issues, results & recommendations)						
16. Seek and consider input, comments and clarification on issues						
17. Encourage a constructive working relationship						

**Suggestions and Comments:**

18. How can we improve the OIG products/services, processes or results? (continue on back or next page if needed)

US EPA ARCHIVE DOCUMENT

19. With what products or services, and in what program areas can the OIG best serve EPA? (continue on back or next page if needed)

20. How do OIG products or services add value? If you do not believe they add value, why not? (continue on back or next page if needed)

*Please provide additional comments about any of your responses on the back or attach additional pages.  
For further information or to discuss comments and results call (202)260-9684. THANK YOU!*

**Additional Space For Comments:**

Customer Surveys Coordinator - Office of Planning, Analysis and Results  
Office of Inspector General Rm 3708 NE Mail Code 2450  
U. S. Environmental Protection Agency  
1200 Pennsylvania Ave., N.W.  
Washington D.C. 20460-0001  
FAX (202) 260-4214



## Exhibit 6 - Focus Group Guide

OMB CONTROL NO: 2090-0019  
EXPIRATION DATE: 03/31/2003

### GILS Functional Requirements Analysis

#### GILS PRIORITIZATION SHEET

NAME (OPTIONAL): \_\_\_\_\_

Please list the top 5 Information Categories that are most important to you:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

For each Category you've listed, Please give an example of specific information you might request, and how you would use it:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Which Information Categories are the hardest for you to obtain information about now?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

#### **Burden Statement**

**Respondent burden for this survey is estimated as not more than two hours to travel, complete the form, and participate in focus groups discussion.**

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15.

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Exhibit 7 - Evaluation Form

OMB CONTROL NO: 2090-0019  
EXPIRATION DATE: XX/XX/XXXX

EVALUATION AND SURVEY CARD  
FOR  
PRE-RENOVATION LEAD INFORMATION RULE PRESENTATION

presented by  
U.S. Environmental Protection Agency - Region III, Philadelphia, PA  
Saturday, March 8, 1999  
"REMODEL AMERICA 99"  
ATLANTIC CITY CONVENTION CENTER

1. Were you aware of the "Pre-renovation Rule" before today's presentation? YES NO  
\_\_\_\_\_ \_\_\_\_\_  
\_\_\_\_\_ a) Where did you first obtain information about the Pre-renovation Rule?

b) Do you now understand the rule's requirements? YES NO  
\_\_\_\_\_ \_\_\_\_\_

2. Please rate the presentation using this scale:  
5=Excellent 4=Very Good 3=Good 2=Fair 1=Poor

a) Discussion of the Pre-renovation Rule's requirements: RATING \_\_\_\_\_  
b) Expertise of the presenter: \_\_\_\_\_  
\_\_\_\_\_ c) Appropriateness of the teaching strategies used (lecture, Overheads, question and answer sessions, etc.) \_\_\_\_\_

**Burden Statement**

**Respondent burden for this survey is estimated as not more two minutes to read and respond to the questions.**

Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control numbers for EPA's regulations are listed in 40 CFR Part 9 and 48 CFR Chapter 15.

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In EPA's web site redesign, all pages are linked to comment screens. This is a typical form, and is included purely as an example since **OMB does not have to clear these feedback forms.**

### Exhibit 8 - Internet Feedback (Comment) Screens

The EPA welcomes your comments, especially comments on how we can improve our web site. Comments on specific EPA programs will be forwarded to the responsible office within the Agency. We strive to respond to every comment with an answer or an appropriate referral as quickly as possible. Most comments will be responded to within 10 business days.

Please help us to answer your request by including a correct e-mail address. We have answered thousands of requests, but we receive many messages that we can't respond to because of incorrect e-mail addresses. Also, if you are referring to a specific page within EPA's web site, please include a URL or title for the site. If your browser doesn't support forms, you can e-mail your comment to us at [public-access@epa.gov](mailto:public-access@epa.gov).

Your Name:

Your Organization:

Your E-mail Address:

Your Comment: